



Charter Wireless E9-1-1 Project

State of California, DGS Telecommunications Division State 9-1-1 Program Office

Prepared by: Donna Peña

Date: August 4, 2000

PROJECT OBJECTIVE STATEMENT

Facilitate the implementation of Federal Communications Commission (FCC) Order 94-102, Enhanced Wireless 9-1-1 Service Phases I & II, for all California Public Safety Answer Points (PSAPs). This means that upon delivery of a wireless 9-1-1 call, California PSAPs will receive all the information required by FCC 94-102 in an easy-to-read (preferably mapped) format. The rollout of FCC 94-102, referred to in this project as Wireless E9-1-1, should commence in accordance with the time frame noted in the Order for Phase II (beginning October, 2001) and be completed in a reasonable time period (thought at this time to be one to two years beyond the October, 2001 commencement date). For purposes of this charter, project management services will be utilized throughout the planning phase up through the early implementations at PSAPs, to be determined as part of the project planning process.

DELIVERABLES

The following items have been identified as deliverables for this charter. Each deliverable shall have an end product specification developed, which describes the completion and success criteria, features and specifications. In addition, separate project management plans (e.g. risk, communication, schedule) describing more details for each deliverable may be developed.

1. Wireless E9-1-1 Service Level Standards - A document intended primarily for wireless and wire-line providers of E9-1-1 service that clearly describes minimum requirements (e.g. blocking, delays, voice and data elements, et. al.) needed for wireless E9-1-1 service.
2. Wireless E9-1-1 Database Management System - A document outlining the processes and procedures by which various wireless databases will be maintained by county coordinators (or others) in the current wire-line E9-1-1 environment. This should include criteria on how selective routing will be determined for all wireless 9-1-1 calls.
3. Wireless Carrier Reimbursement Policy - Policy to clearly define wireless carrier E9-1-1 cost elements and amounts to be paid by the State.
4. Wireless E9-1-1 Reimbursement Policy for Incumbent Local Exchange Carriers (ILECs) - Policy to clearly define cost elements and amounts to be paid to incumbent wire-line E9-1-1 network providers for the selective routing and delivery of wireless E9-1-1 calls to PSAPs. Policy should include database and administrative service charges related to wireless E9-1-1, if applicable.
5. Wireless E9-1-1 Delivery Methodologies - A document intended primarily for wireless carriers, wire-line carriers, and PSAPs that describes various acceptable methods of wireless E9-1-1 call delivery in California.
6. Wireless E9-1-1 PSAP Reimbursement Policy - Policy that clearly defines State 9-1-1 funding levels for equipment and software (e.g. mapping systems) needed to ready PSAPs for delivery of wireless E9-1-1 services.
7. Budget Change Proposal (BCP) - Developed and approved BCP that identifies funding needed for implementing FCC 94-102.
8. PSAP Preparation Schedule - A document, established based on input received from State 9-1-1, PSAPs, and other stakeholders, that clearly identifies what needs to be done and when it will get done at each PSAP to prepare each PSAP for FCC 94-102.

9. PSAP Implementation Schedule - A document, established based on input from PSAPs, State 9-1-1, and other stakeholders that projects a timeline for the implementation of wireless E9-1-1, PSAP by PSAP, county by county, statewide. This document will contain a checklist for all things needed to comply with FCC 94-102 (e.g. 6 month advance notice given to wireless carriers).
10. Post Implementation Review(s) - A document that solicits PSAP input regarding implementation of wireless E9-1-1 service in each PSAP. This document will be the final deliverable and will serve as a blueprint for the rollout of wireless E9-1-1 services statewide.

REFERENCE DOCUMENTS

The following are additional references for background and are available in the State 9-1-1 Office.

1. FCC 94-102 and associated rulings
2. Federal Wireless Public Safety Act from October 1999
3. Governor's Executive Order W-186-98 from December 1998
4. AB 1263 (pending)
5. State 9-1-1 Program Office Strategic Plan - currently being updated
6. LA Wireless Trial report

ASSUMPTIONS

1. Necessary funding becomes available - Funding could be jeopardized by the BCP disapproval for spending authority related to this project. There is a small chance that legislation may need to be passed to increase the surcharge above the current cap of 0.75% on all intrastate calls in order to raise additional revenue.
2. New State law will pass - A new State law needs to be passed to allow for routing of wireless 9-1-1 calls to PSAPs other than the California Highway Patrol (CHP). Currently there is legislation pending (AB 1263) that would allow for this. Absent the flexibility to route calls to all PSAPs, the necessity of the project could be questioned.
3. FCC 94-102 guidelines do not change - This plan is based on the most recent decisions on FCC 94-102, most notably FCC 99-245 adopted by the FCC on 9/15/99 and FCC 99-352 adopted by the FCC on 11/18/99. These two most recent decisions have established funding requirements and timelines, which are being questioned by some in the wireless industry. Another modification by the FCC of its Order is likely to impact this project.

CONSTRAINTS

The RSS matrix identifies the constraints of the project and will assist in managing the deliverables. This is the overall RSS matrix for the project and sub projects may have different criteria. The priorities of the Wireless E9-1-1 project are ranked as follows. Resources are noted as most flexible because of the high-level commitment on the part of Telecommunications Division to assign the personnel needed.

Additionally, there is currently a "reserve" in the Emergency Telephone Number Account for which spending authority should be approved. The schedule is somewhat flexible due to the desire of the State 9-1-1 Program Office to have the rollout of services commence by October 2001. The scope is least flexible because FCC Order 94-102 specifies the requirements of wireless E9-1-1 service and the State is committed to ubiquitous coverage throughout California.

	Most	Somewhat Flexible	Least
Resource	X		
Scope			X
Schedule		X	

SPONSOR

The sponsor of the project shall have the ability and authority to determine the needs, end product, and the RSS constraints of the project. The sponsor shall have the authority of accepting the final end product. In addition, the sponsor shall authorize any changes to the scope, deliverables, or constraints, through the change process before they are implemented. The sponsor of the Wireless E9-1-1 project is Daphne Rhoe and the Sponsor's Representative is John Marengo. All project management planning documents shall only require the sponsor's approval. E-mail or documented verbal approvals will be acceptable in lieu of a written signature.

PROJECT MANAGER

The Network Services Project Management Section has assigned Donna Peña as the Project Manager (PM) to ensure that the project is completed to the scope, schedule and resource requirements identified for the project. The Project Management Body of Knowledge (PMBOK) guidelines established by the Project Management Institute will be used as the methodology for managing this project. The PM shall have the authority to include resources as required. The PM will manage and provide plans, as applicable, for the project in the following eight areas: scope, time, cost, quality, human resources, communication, risk, and procurement.

The project management files and work in progress of the deliverables shall be maintained on the Telecommunications Division network servers. Work in progress files will be stored in an electronic folder labeled "Wireless E9-1-1 Project" on the State 9-1-1 Program Office network drive. Various outside interested parties will be granted access on a "need-to-know" basis by Daphne Rhoe. Various project management files will be located in the Network Services Project Management (NSPM) network directory and various State 9-1-1 personnel will be granted "read only" access by the Section Head as needed.

STEERING COMMITTEE

A Wireless E9-1-1 Steering Committee shall be established consisting of high-level representatives from the Telecommunications Division (TD), California Highway Patrol (CHP), and PSAP(s). This committee shall be informed monthly of the project and may be called upon occasionally to make high-level policy decisions and help resolve issues. Cynthia Larson-Schwartz shall represent TD and the sponsor will identify the other representatives.

ACCEPTANCE

The signatures below formally recognize the existence of the Wireless E9-1-1 project, and provide the project manager with authority to apply organizational resources to project activities.

Signed 8/4/2000

John Marengo, State 9-1-1 Sponsor Representative

Signed 8/4/2000

Donna Peña, Project Manager

Signed 8/4/2000

Daphne Rhoe, State 9-1-1 Sponsor

Signed 8/7/2000

Cynthia Larson-Schwartz, TD Office of Network Services Assistant Deputy Director